

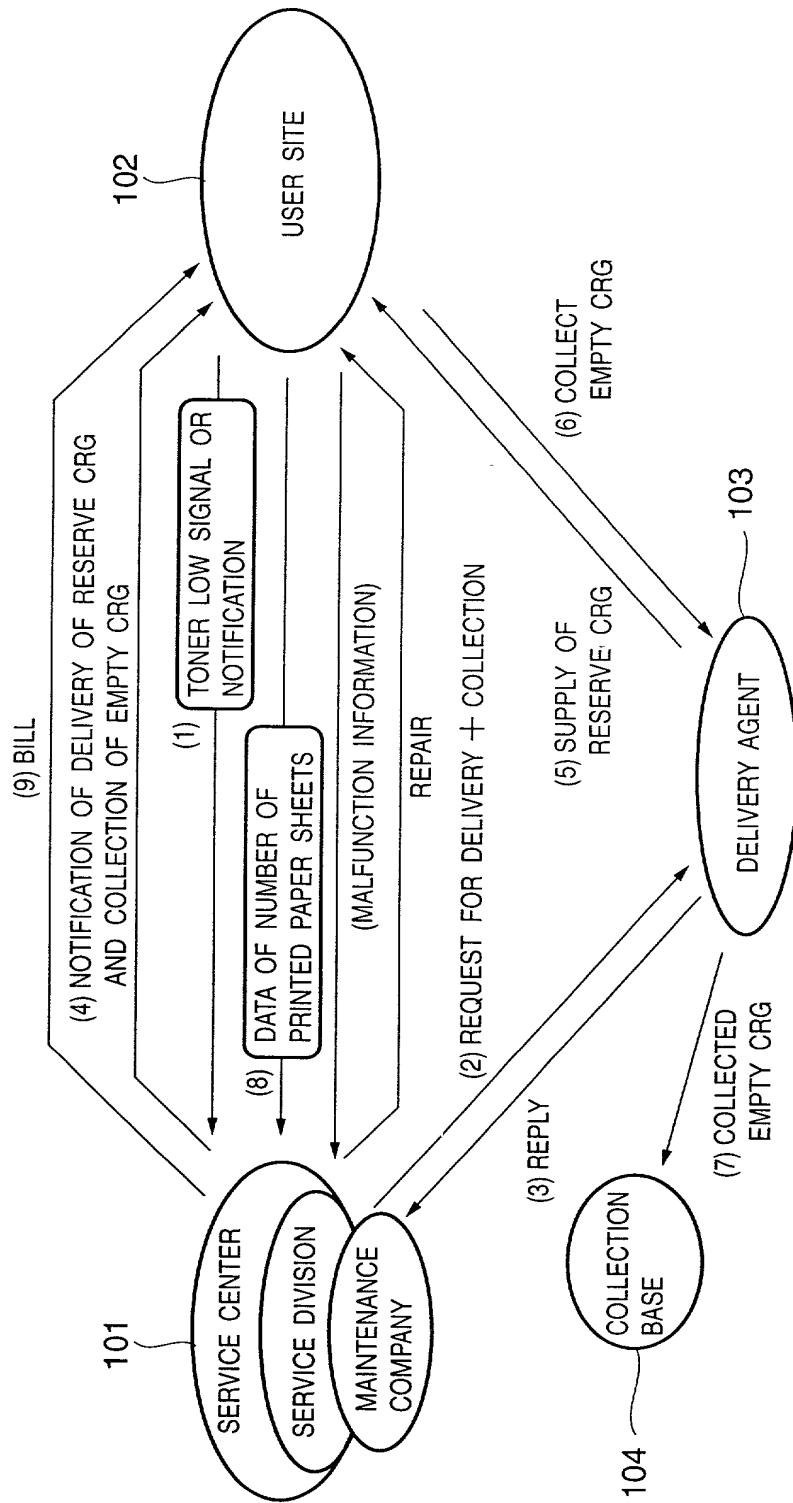
FIG. 1

FIG. 3

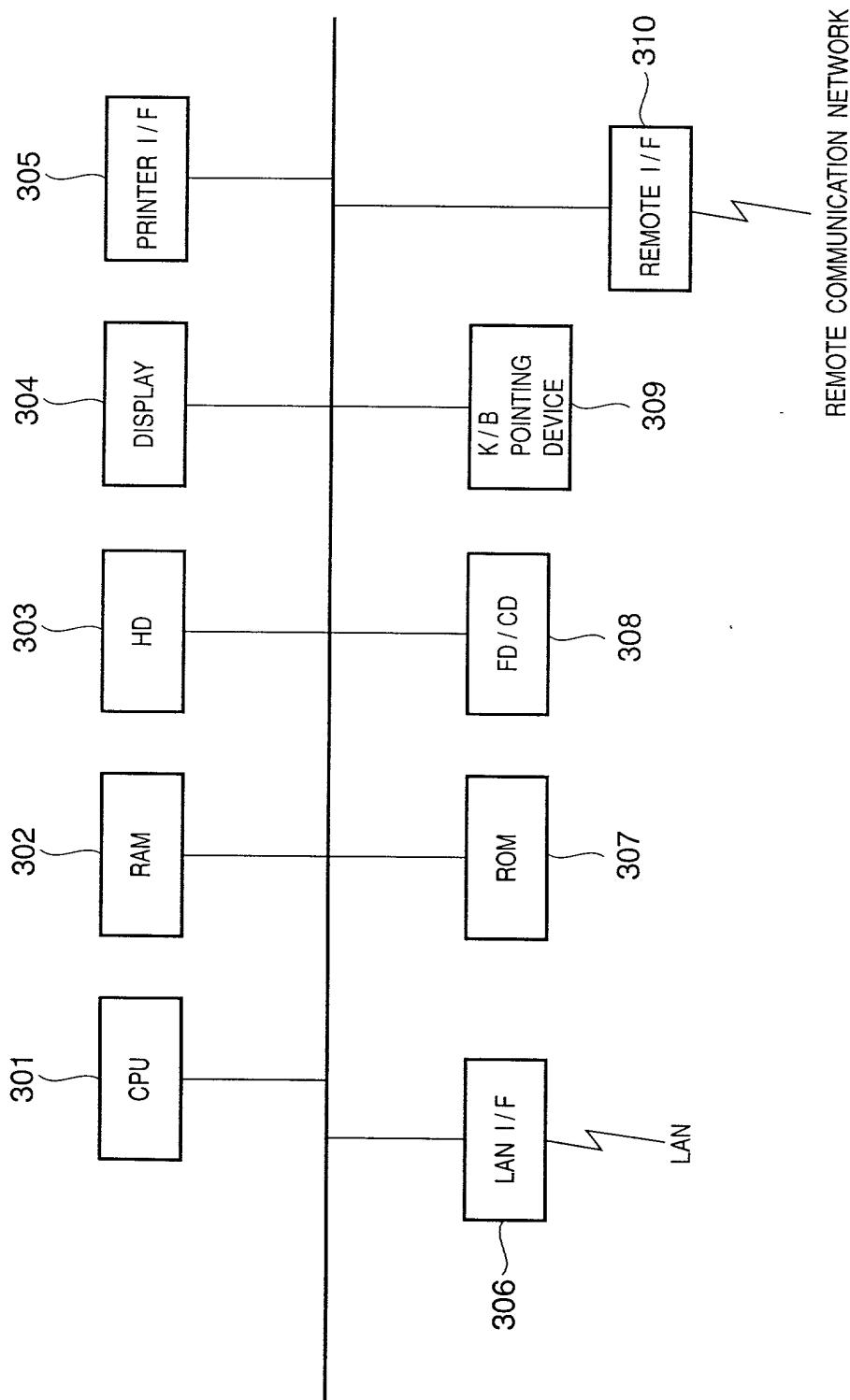


FIG. 4

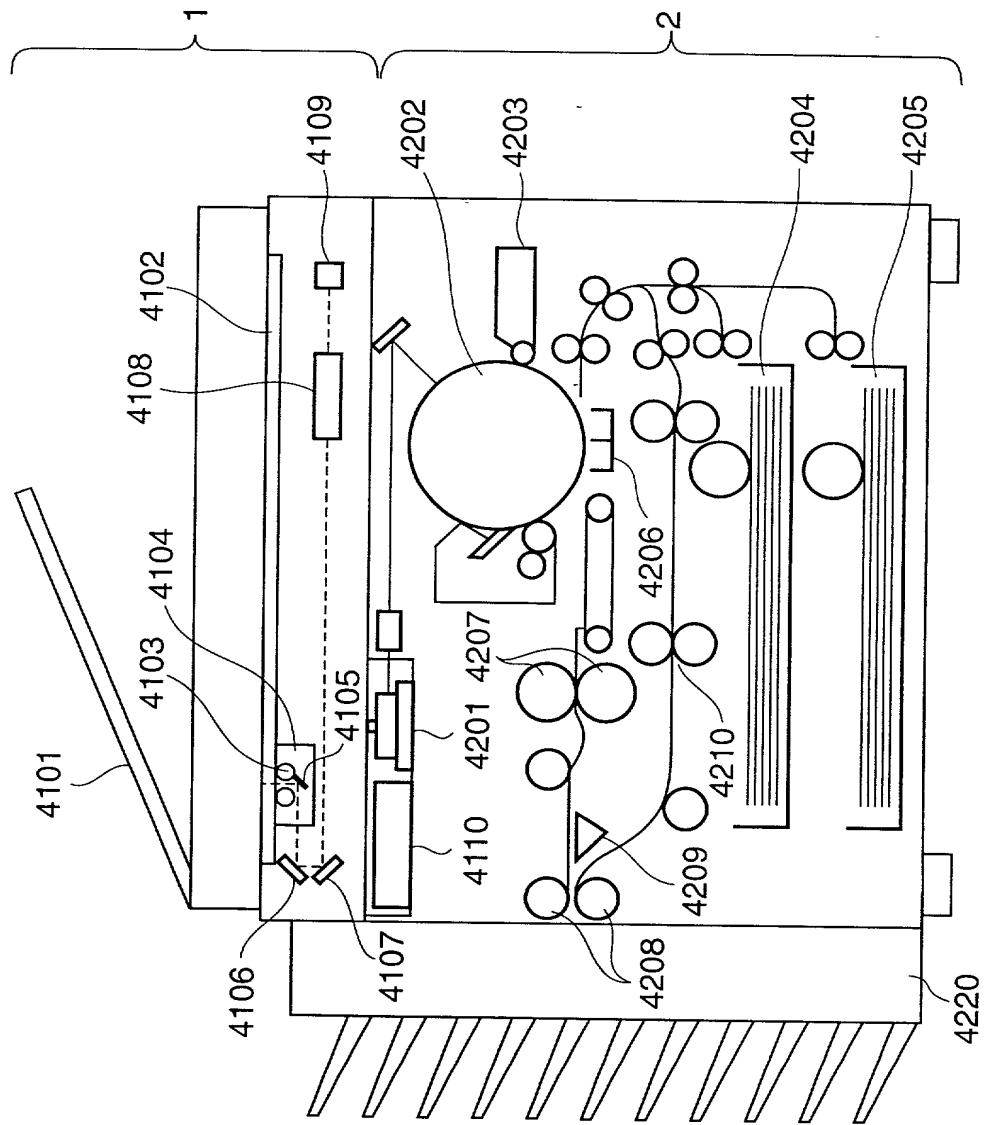


FIG. 5

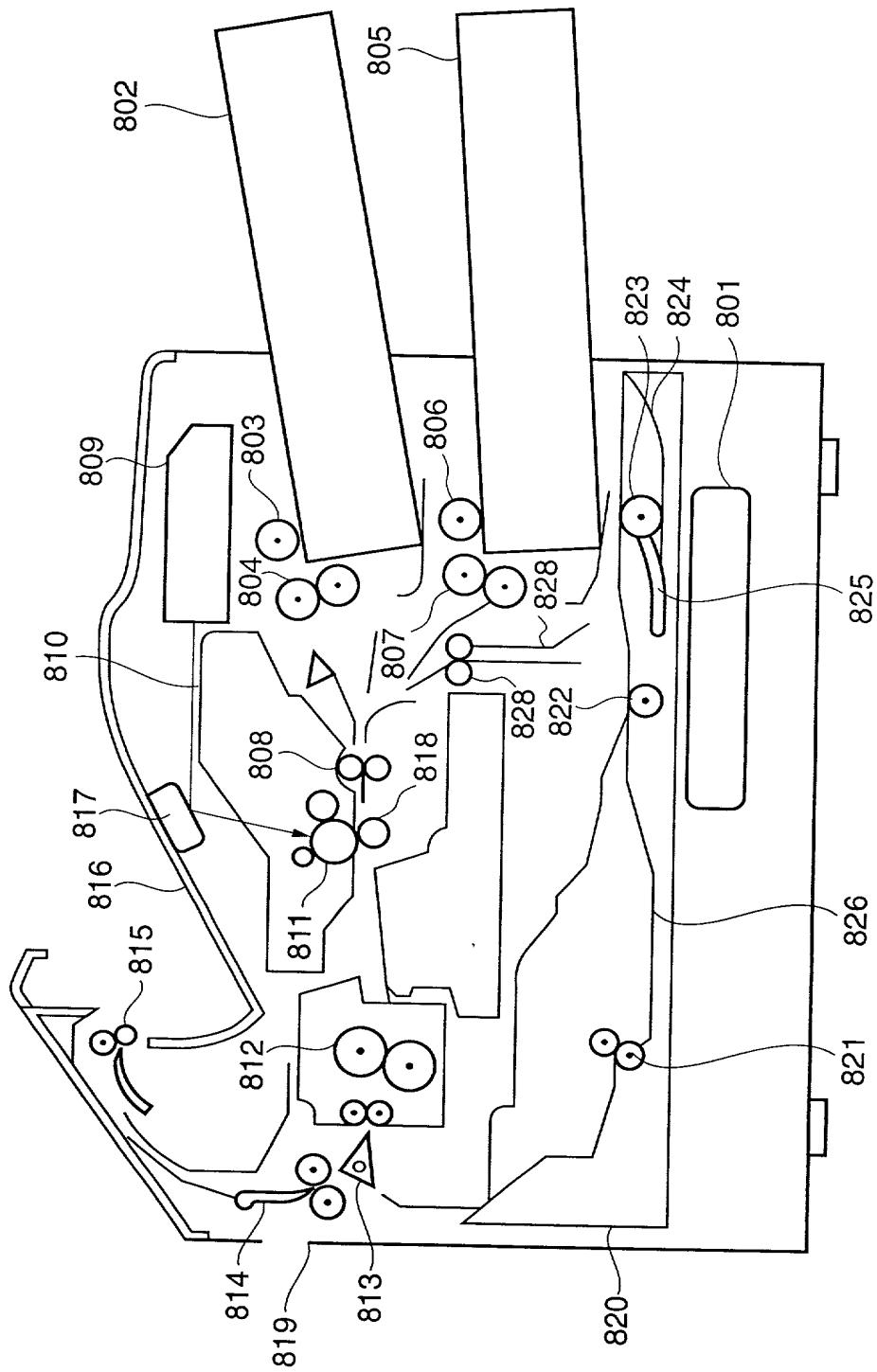


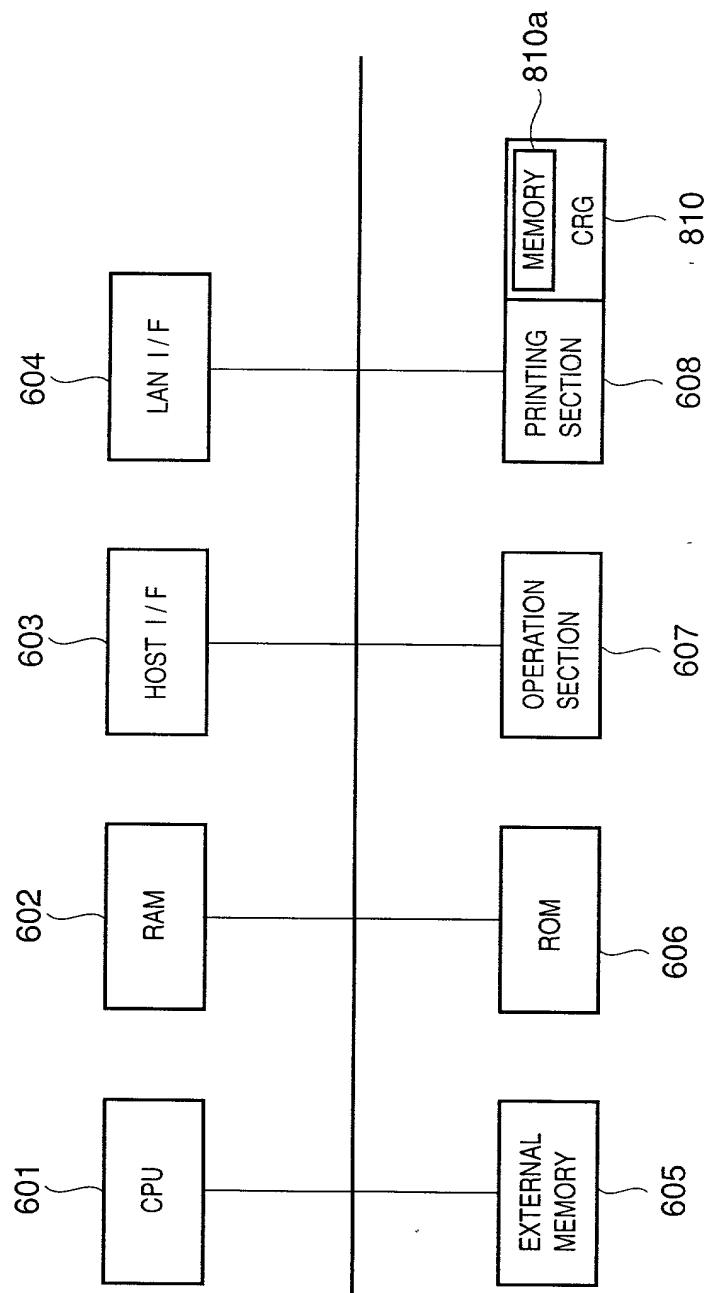
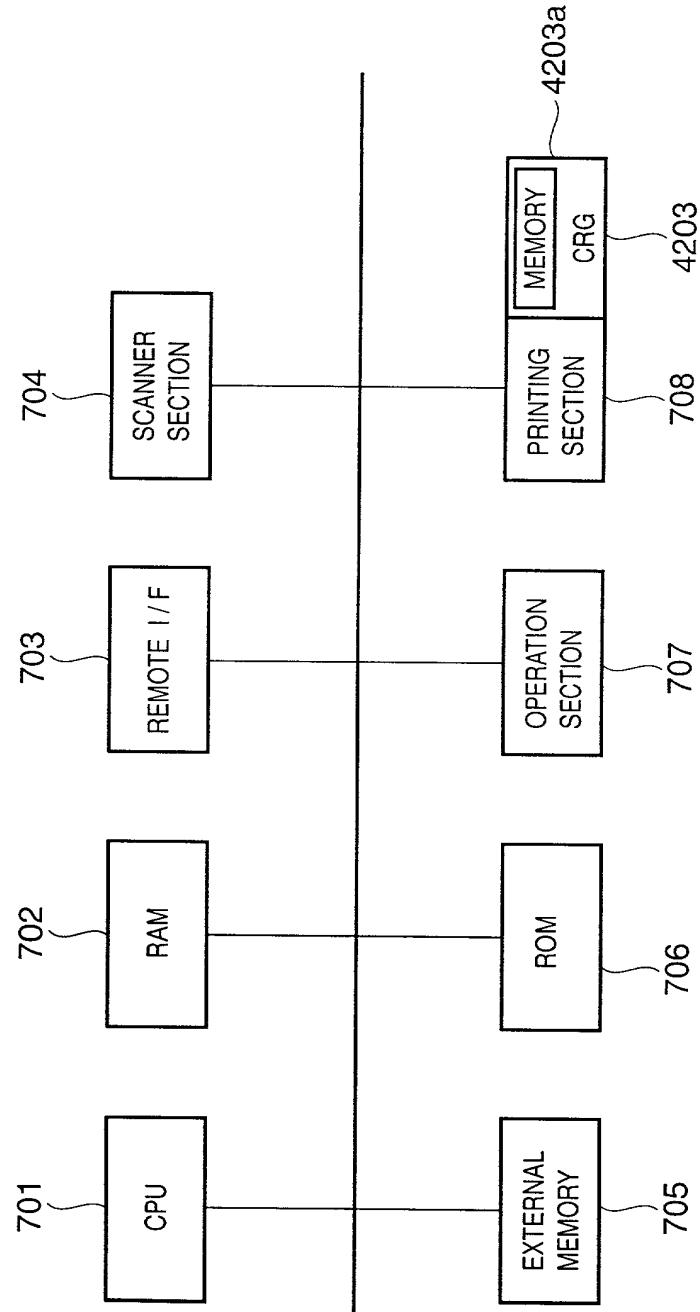
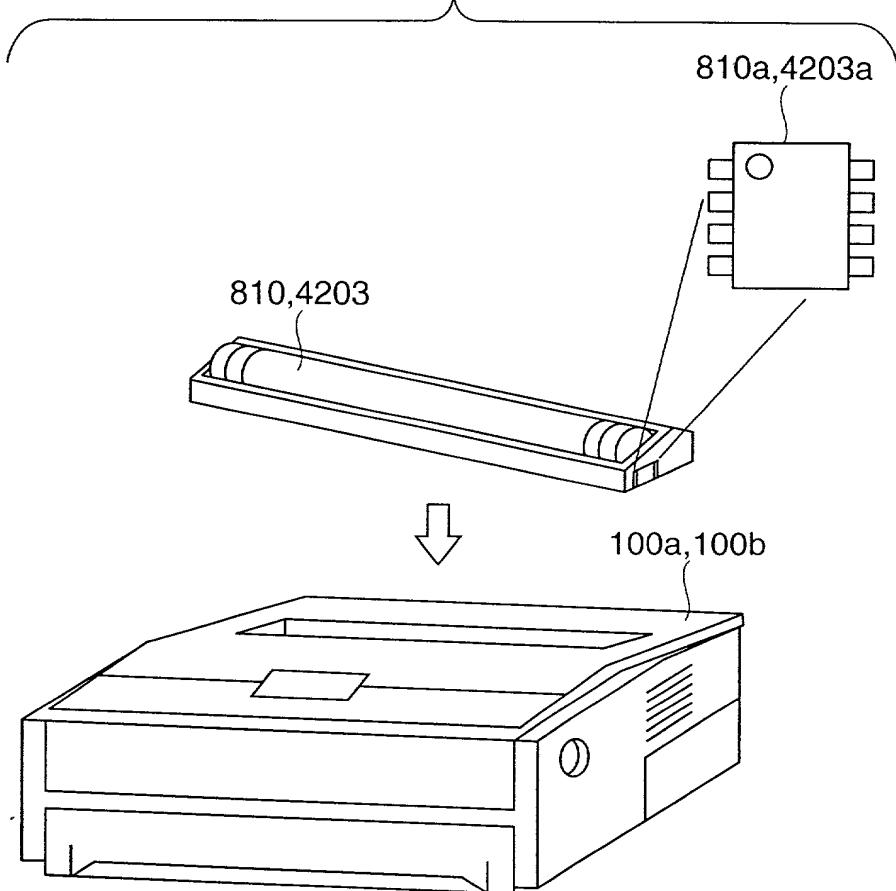
FIG. 6

FIG. 7

F I G. 8

F I G. 9

TOTAL COUNT / TOTAL JAM COUNT	901
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A3	902
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A4	903
⋮	
REMAINING TONER AMOUNT	904
USE START DAY / END DAY	905
USE PERIOD	906
CARTRIDGE TYPE ID / SERIAL NO.	907
⋮	

FIG. 10

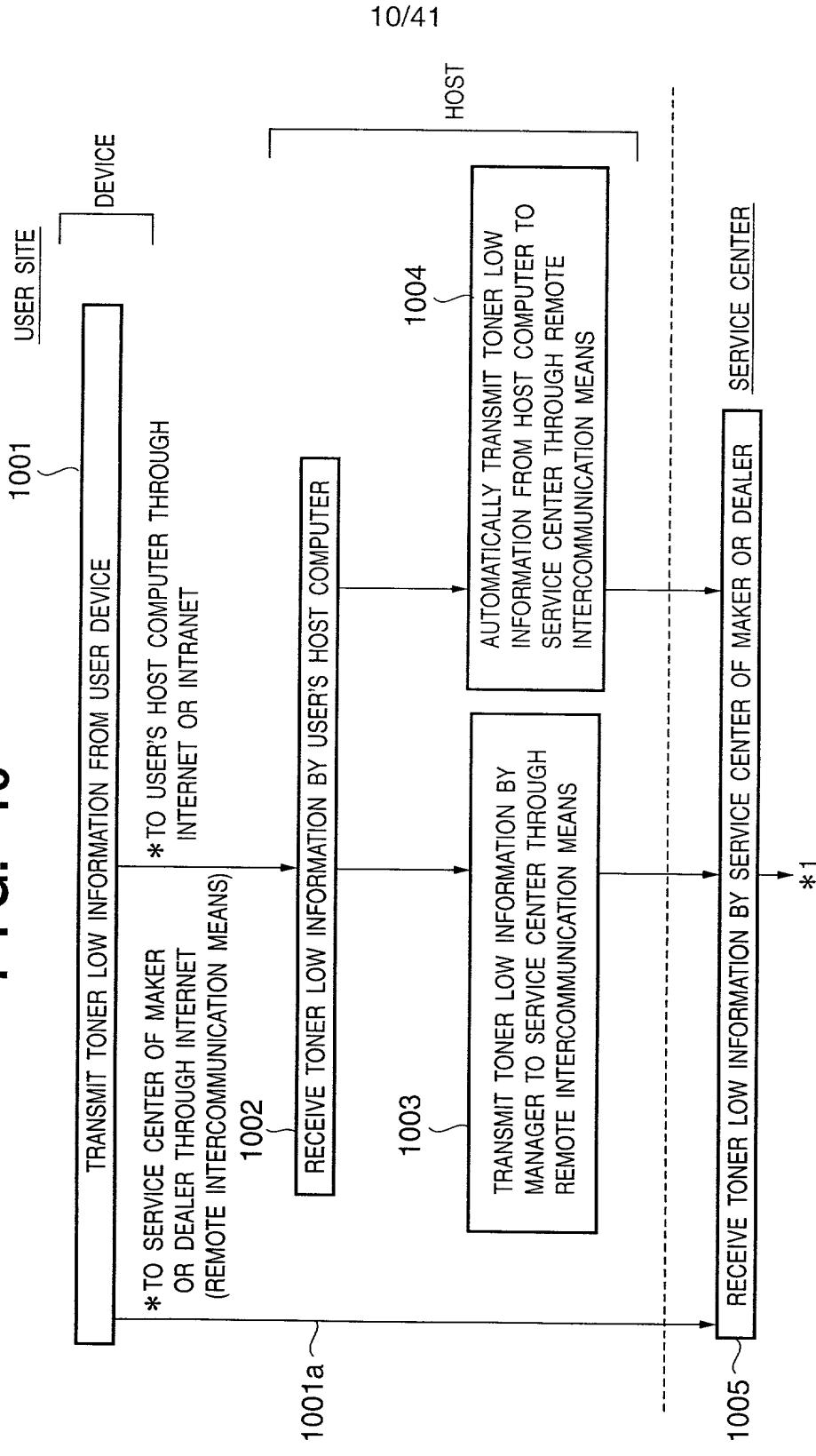


FIG.

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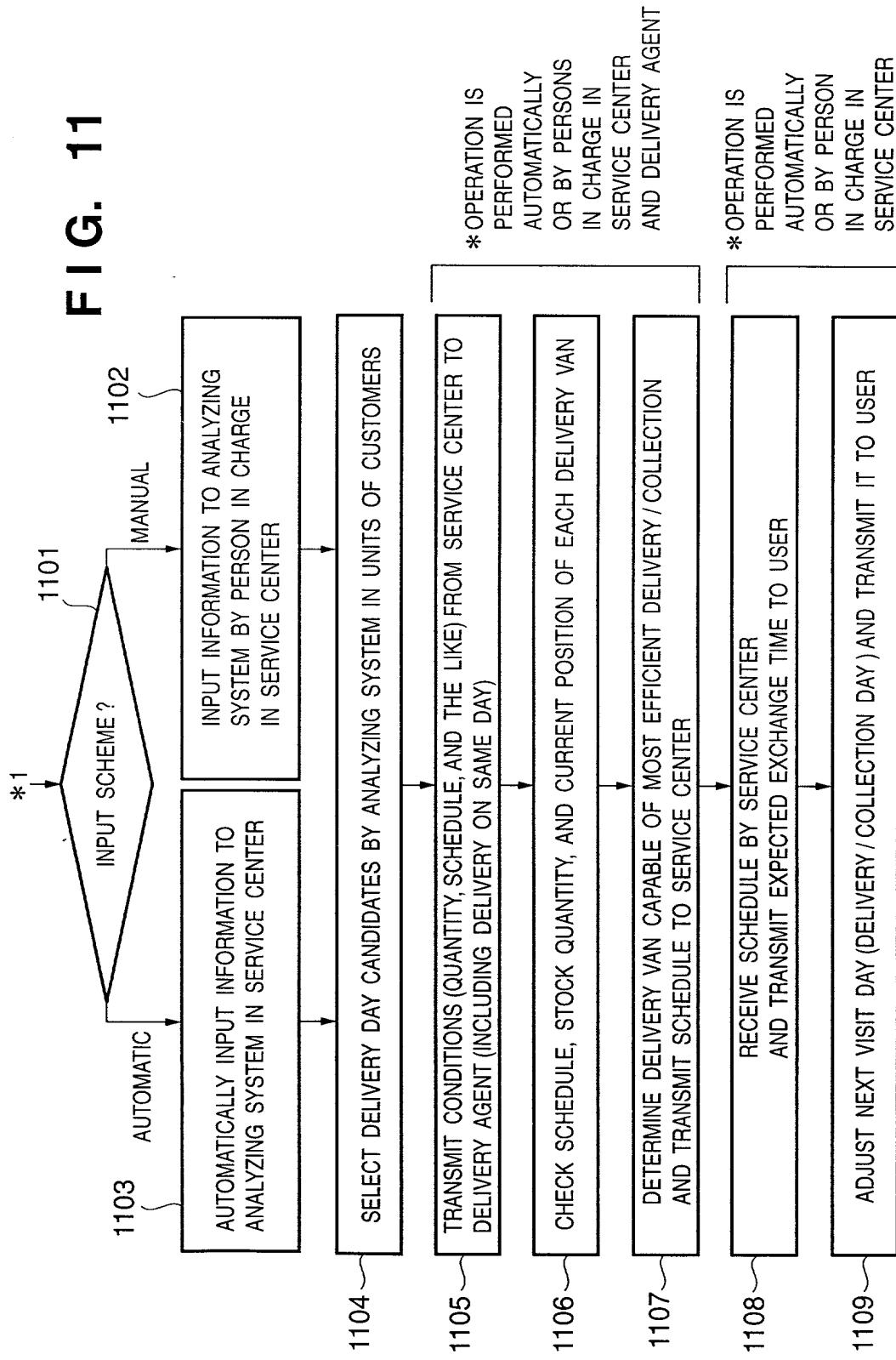


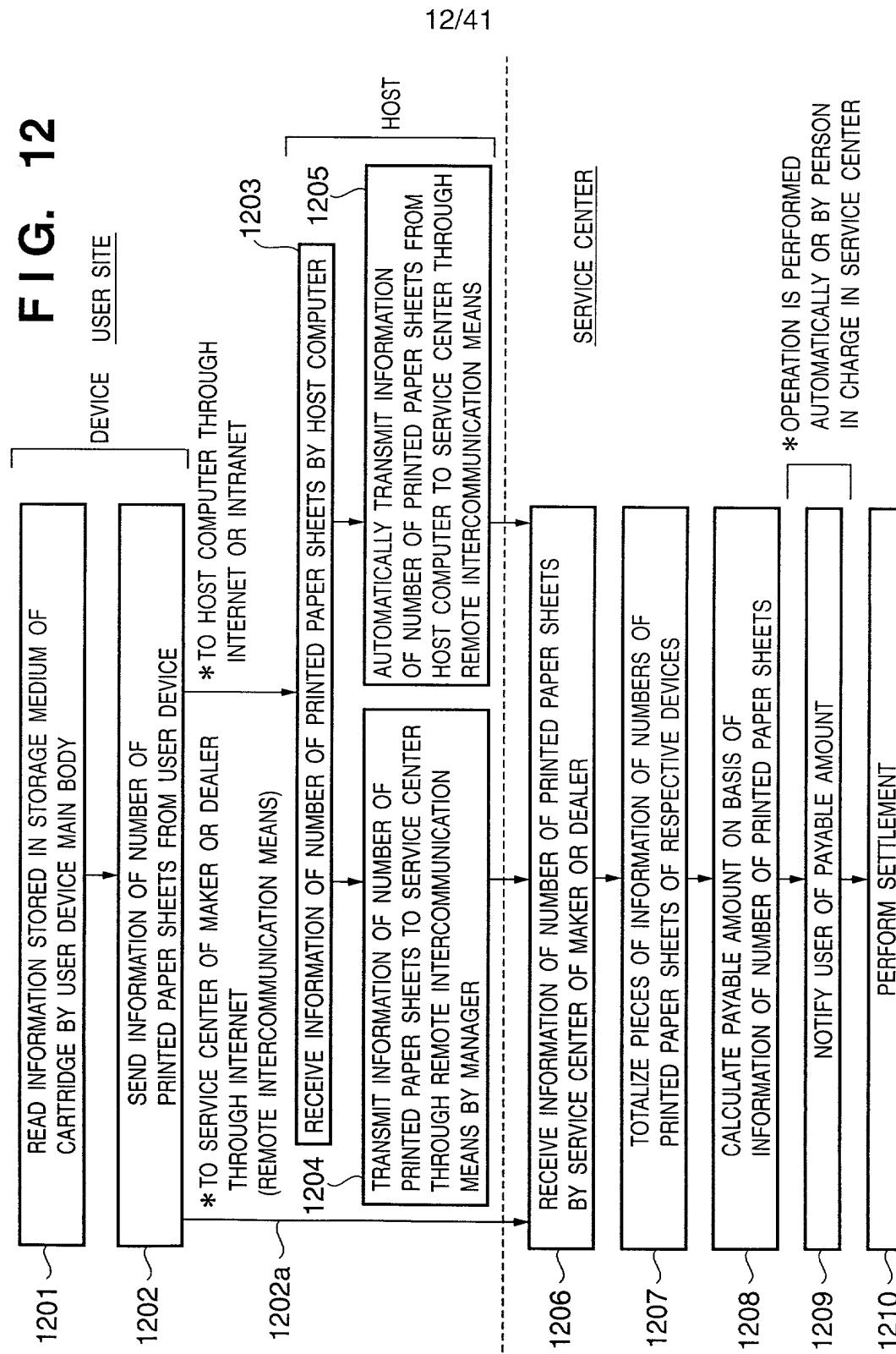
FIG. 12

FIG. 13

<p>! IT IS TIME TO EXCHANGE CARTRIDGE</p> <p>TONER IN YOUR <u>MACHINE NAME</u> IS RUNNING SHORT (* OR _____ % REMAINS)</p> <p>EXPECTED EXCHANGE TIME IS * * * * YEAR * * MONTH * * DAY — * * * * YEAR * * MONTH * * DAY</p> <p>MAY WE DELIVER RESERVE CARTRIDGE ?</p> <p><input type="button" value="YES"/> <input type="button" value="NO"/></p> <p>* IF YOU SELECT "YES", ADJUSTMENT OF VISIT DAY (DELIVERY DAY) WILL BE DONE ON NEXT WINDOW</p>
--

IF "NO", WINDOW IS RE-DISPLAYED
AFTER PREDETERMINED TIME

IF "YES", WINDOW IS SWITCHED TO
ADJUSTMENT WINDOW

FIG. 14

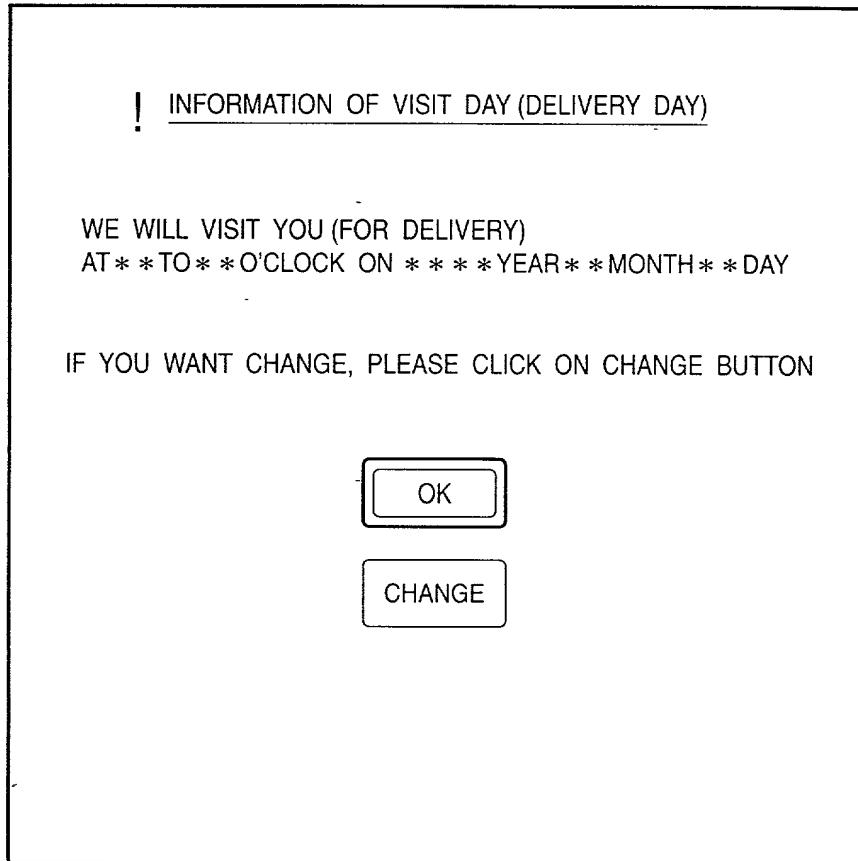
WE ADJUST VISIT DAY (DELIVERY DAY)	
EXPECTED EXCHANGE TIME IS: * * * * YEAR * * MONTH * * DAY — * * * * YEAR * * MONTH * * DAY	
PLEASE INPUT CONVENIENT DAYS FOR YOU	
<FIRST CHOICE>	
<input type="text"/> YEAR <input type="text"/> MONTH <input type="text"/> DAY ~ <input type="text"/> MONTH <input type="text"/> DAY	
TIME: <input type="text"/> TO <input type="text"/> O'CLOCK	
<SECOND CHOICE>	
<input type="text"/> YEAR <input type="text"/> MONTH <input type="text"/> DAY ~ <input type="text"/> MONTH <input type="text"/> DAY	
TIME: <input type="text"/> TO <input type="text"/> O'CLOCK	
<input type="button" value="TRANSMIT"/>	<input type="button" value="CANCEL"/>

IF "TRANSMIT" IS CLICKED,
WINDOW IS SWITCHED TO
DELIVERY DAY NOTIFICATION WINDOW

IF "CANCEL" IS CLICKED,
WINDOW RETURNS TO
TONER LOW NOTIFICATION WINDOW

0927827162# 09525591

FIG. 15



FROM DELIVERY DAY ADJUSTMENT WINDOW

IF "CHANGE" IS CLICKED,
WINDOW IS SWITCHED TO
DELIVERY DAY ADJUSTMENT WINDOW

FIG. 16

! <u>INVOICE</u>	
CHARGE FOR * * * * YEAR * * MONTH IS	
NUMBER OF DEVICES COVERED BY AGREEMENT: ×× PIECES	
TOTAL NUMBER OF PRINTED PAPER SHEETS: △△ LEAVES	
BASIC CHARGE:	□□ YEN
UNIT PRICE PER PRINT:	YEN
* * * * * DISCOUNT:	××× (YEN / %)
PAYABLE AMOUNT: 〇〇〇〇 YEN	
<p><input type="radio"/> IF YOU APPROVE, PLEASE CLICK ON "YES" <input checked="" type="radio"/> IF THERE IS ANY QUESTION, PLEASE CLICK ON "NO". PERSONNEL IN OUR SERVICE CENTER WILL RESPOND.</p>	
<input type="button" value="YES"/>	<input type="button" value="NO"/>

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FIG. 17A

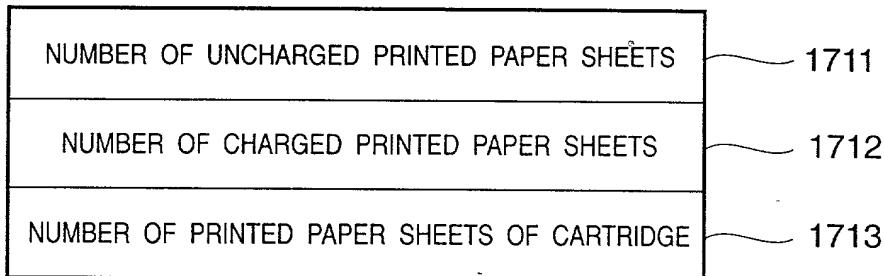


FIG. 17B

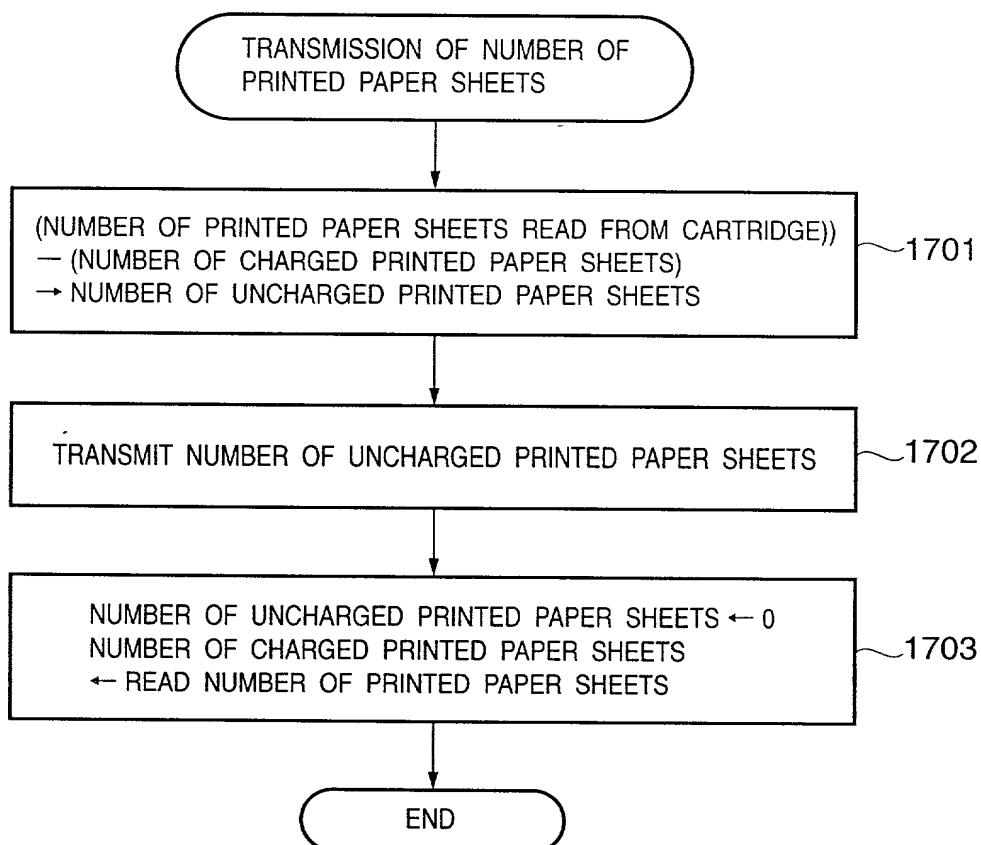
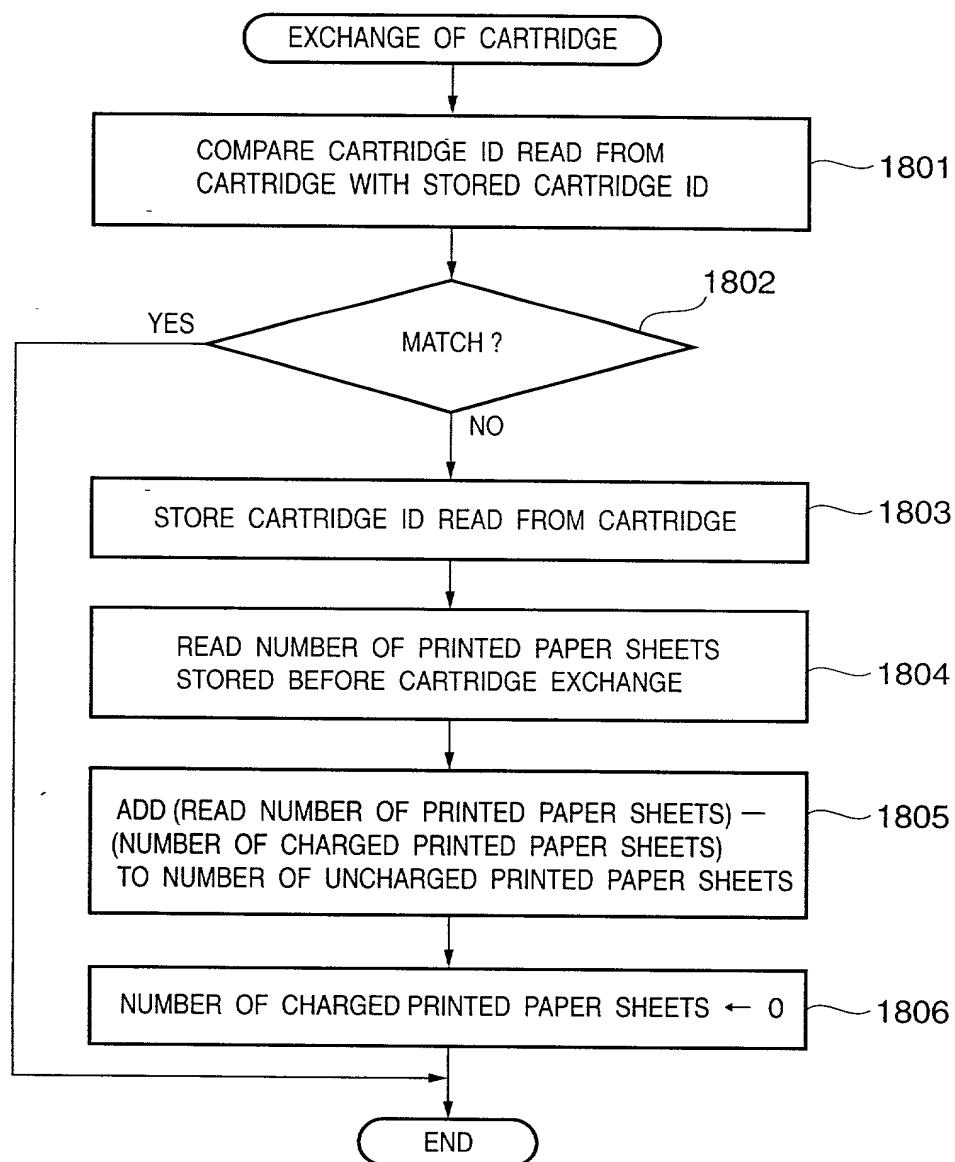
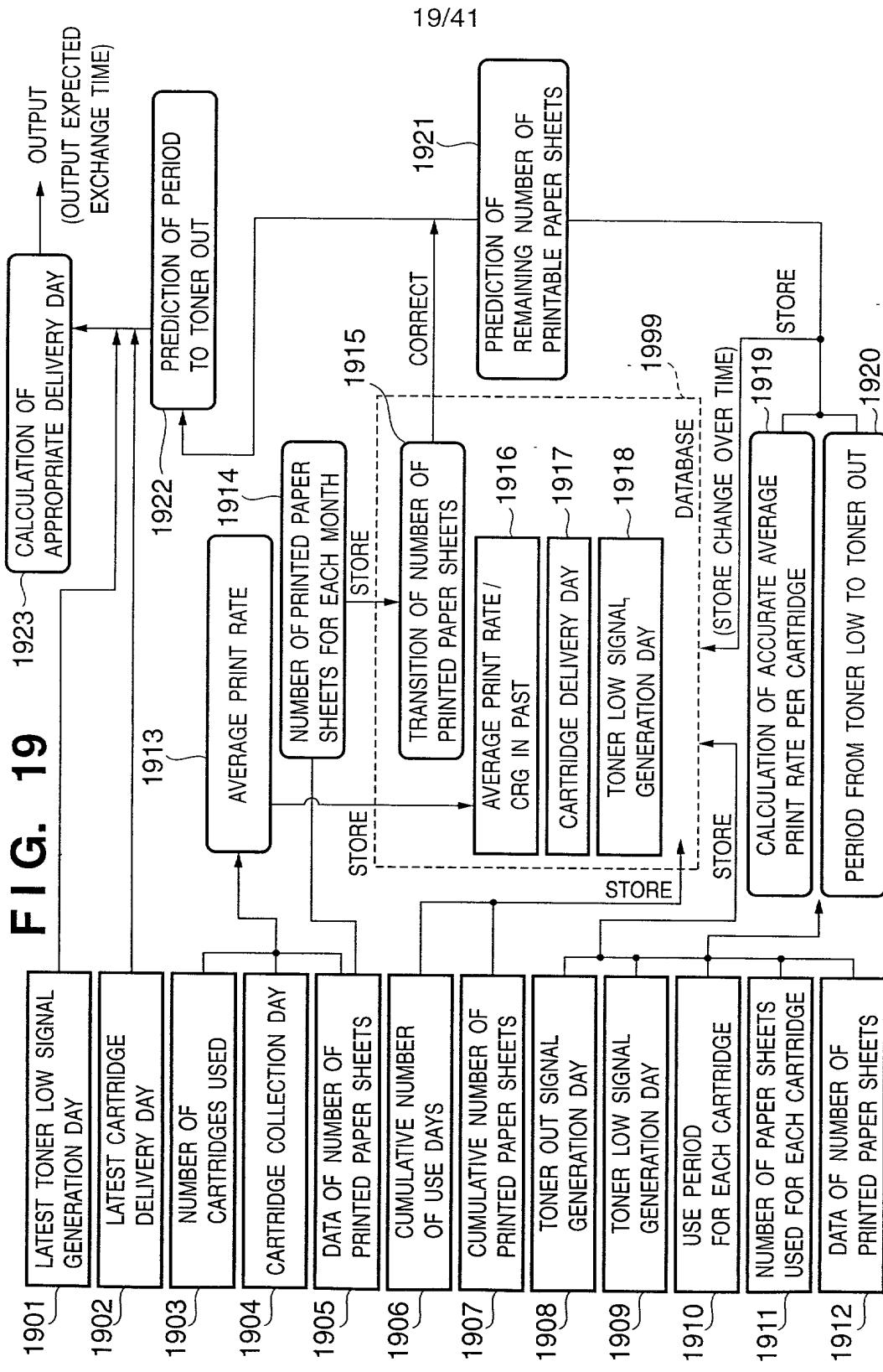


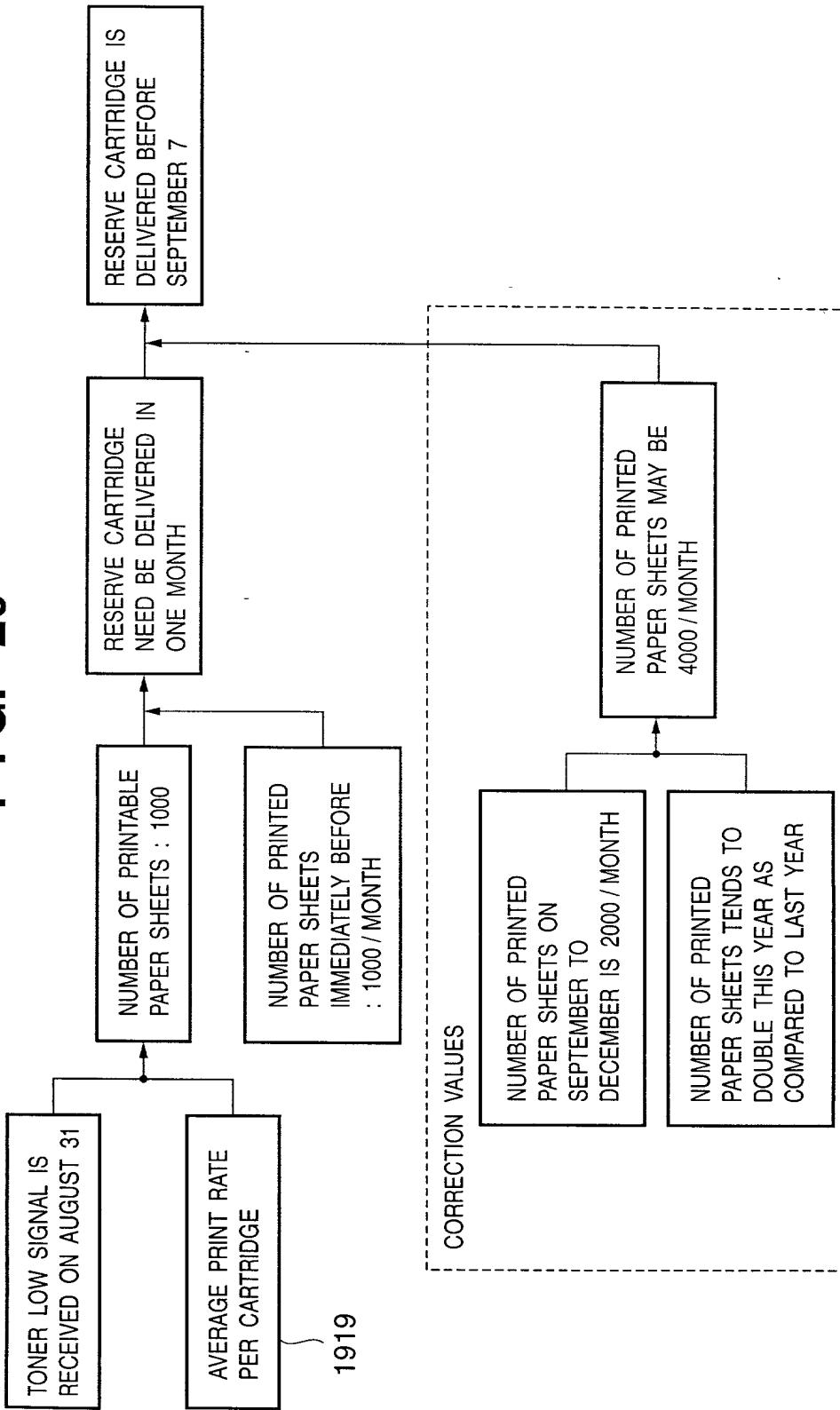
FIG. 18





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FIG. 20



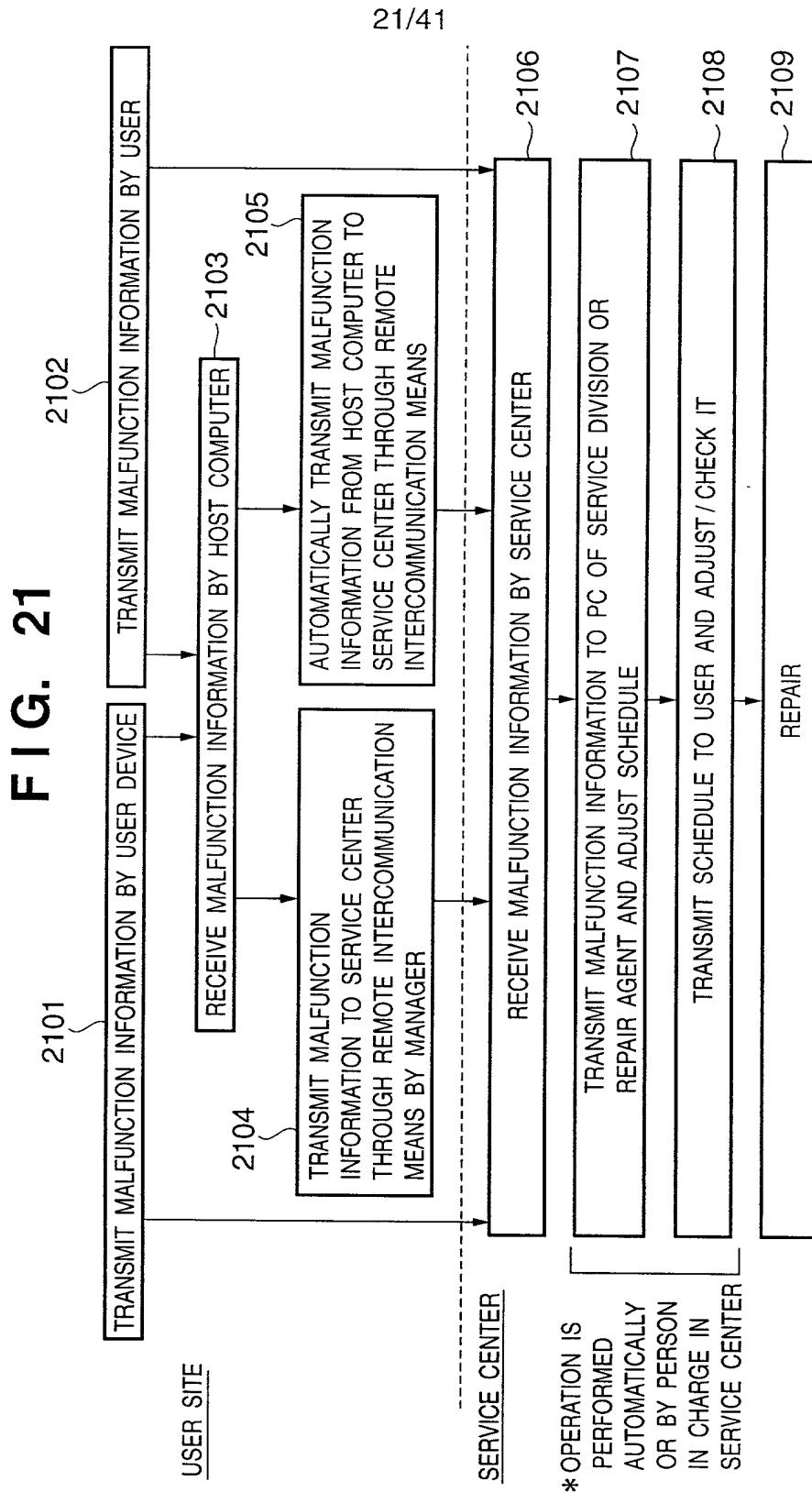


FIG. 22A

WE WILL ADJUST VISIT DAY FOR REPAIR

PLEASE INPUT CONVENIENT DAYS FOR YOU

<FIRST CHOICE>

YEAR MONTH DAY ~ MONTH DAY

TIME: TO O'CLOCK

<SECOND CHOICE>

YEAR MONTH DAY ~ MONTH DAY

TIME: TO O'CLOCK

FIG. 22B

MALFUNCTION SITUATION NOTIFICATION SHEET

PLEASE SELECT SYMPTOM OF YOUR MACHINE

- PAPER JAMS CONTINUE TO OCCUR
- IMAGE IS DIRTY
- NO IMAGE IS PRINTED
-

FIG. 23

TOTAL NUMBER OF PRINTED / JAMMED PAPER SHEETS	2300
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A3	2301
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A4	2302
SERVICE CENTER ADDRESS	2303
CARTRIDGE TYPE ID	2304

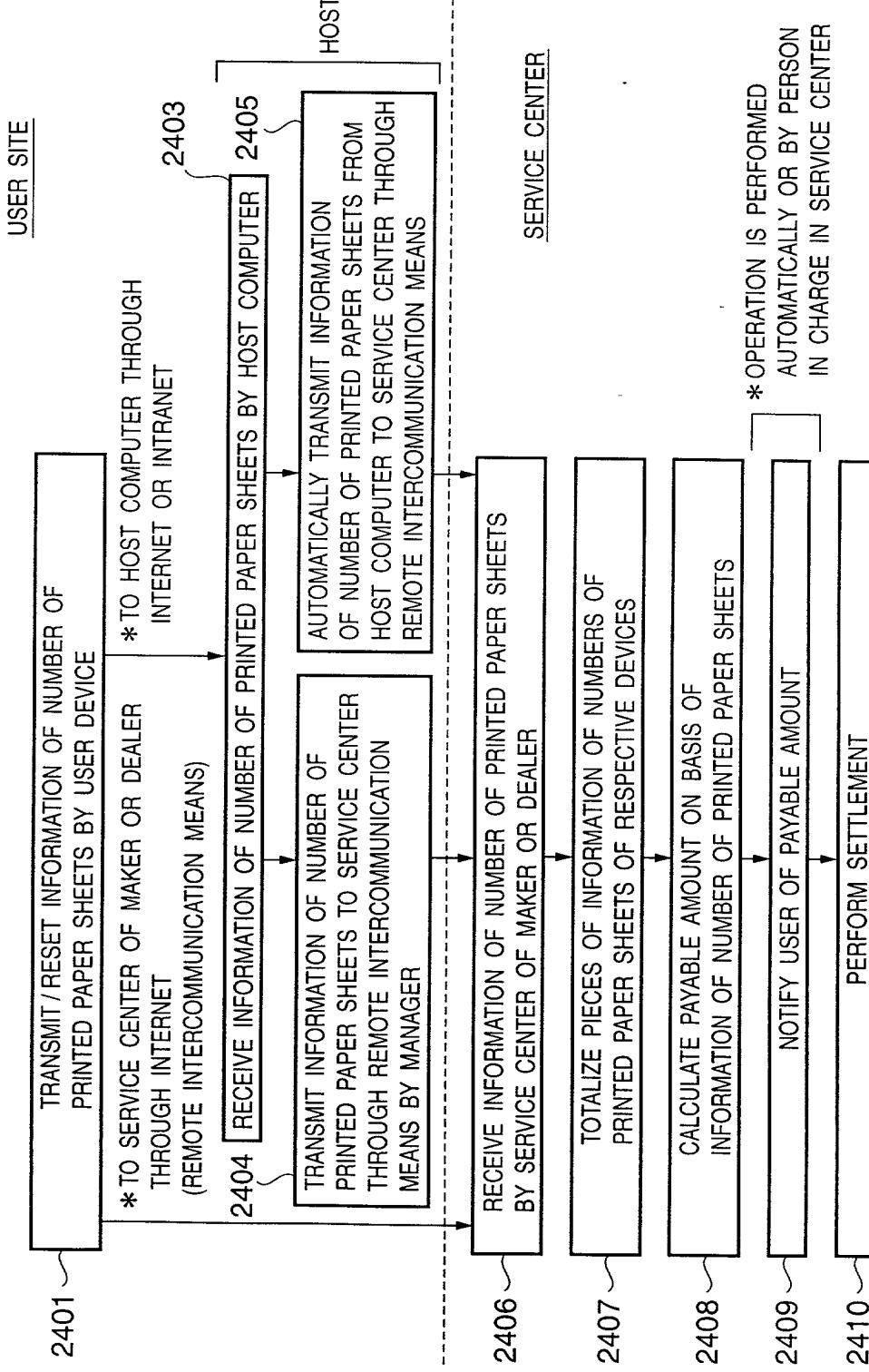
FIG. 24

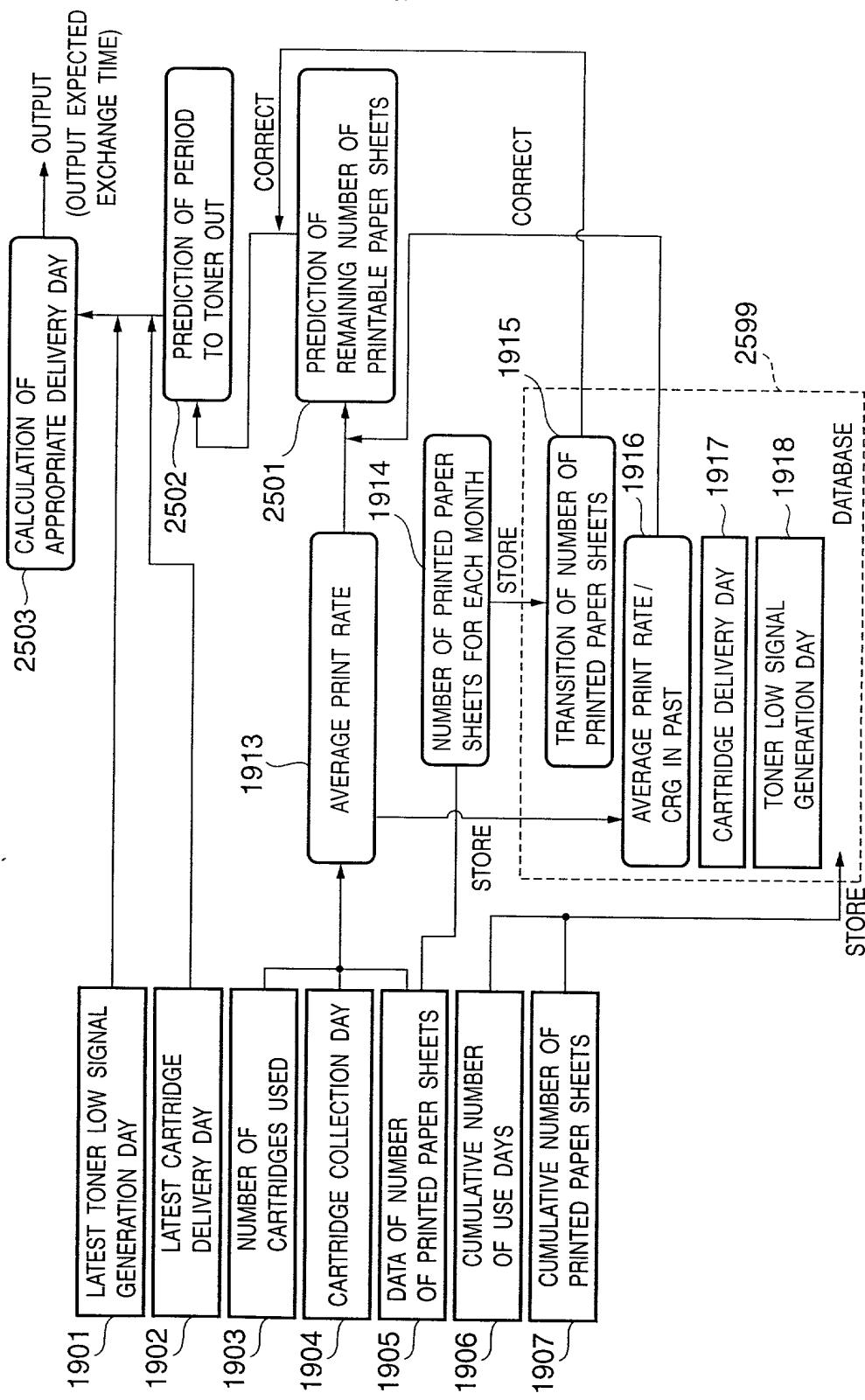
FIG. 25

FIG. 26

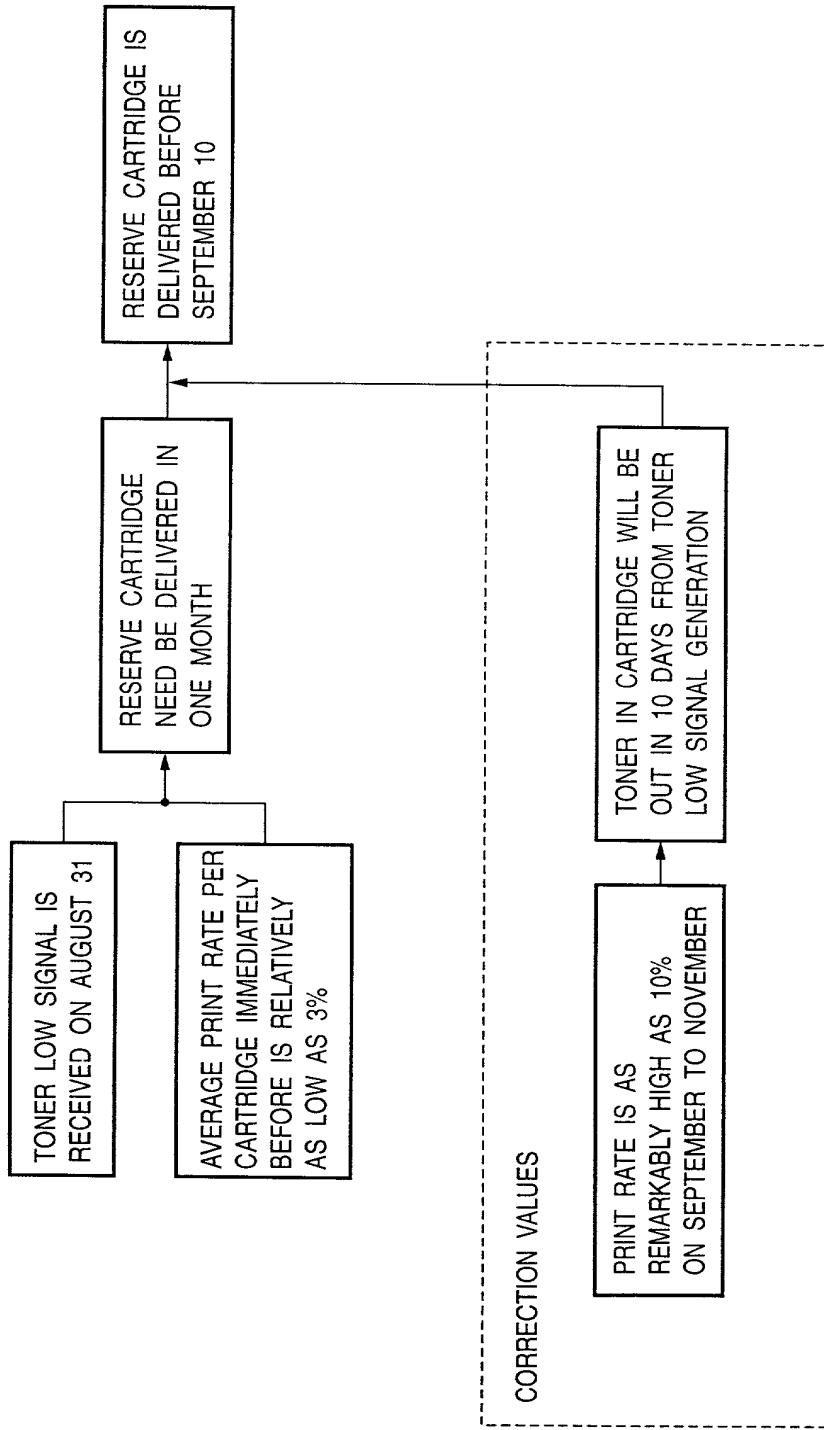


FIG. 27

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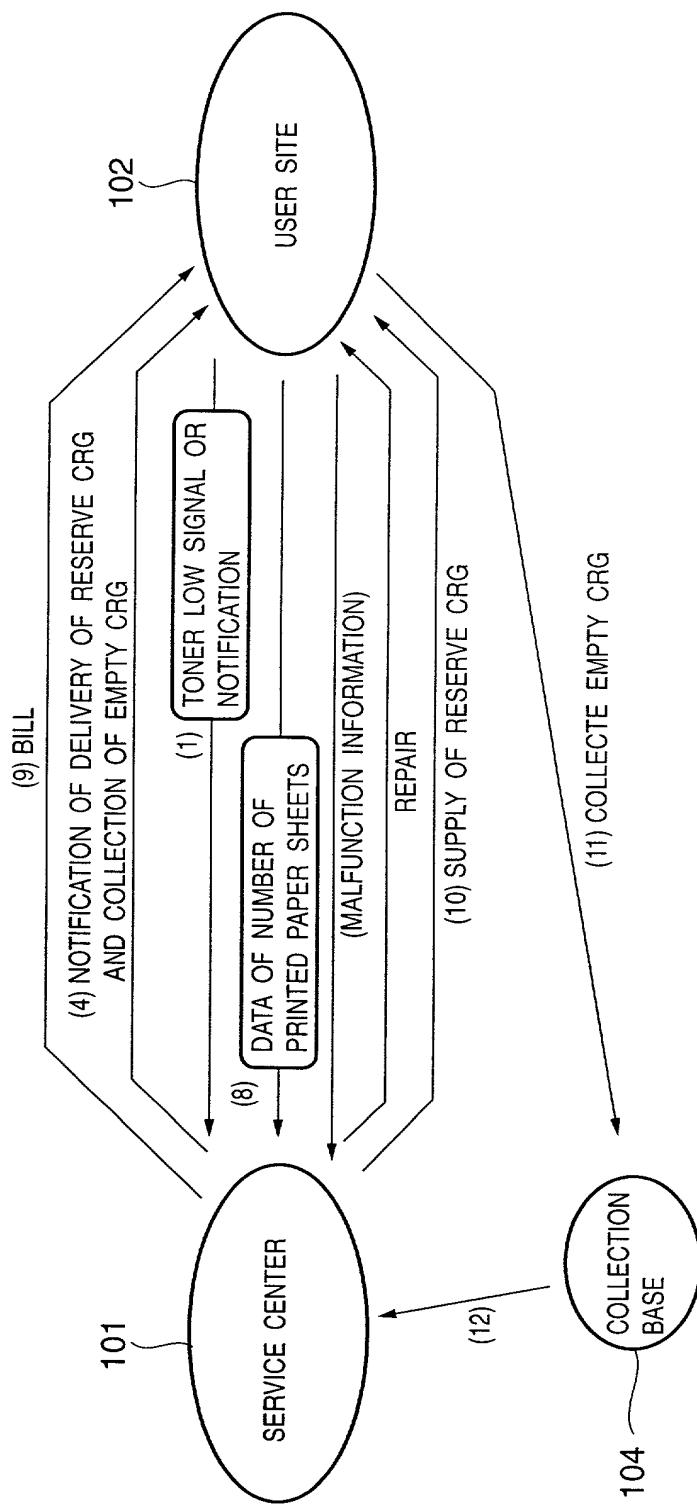


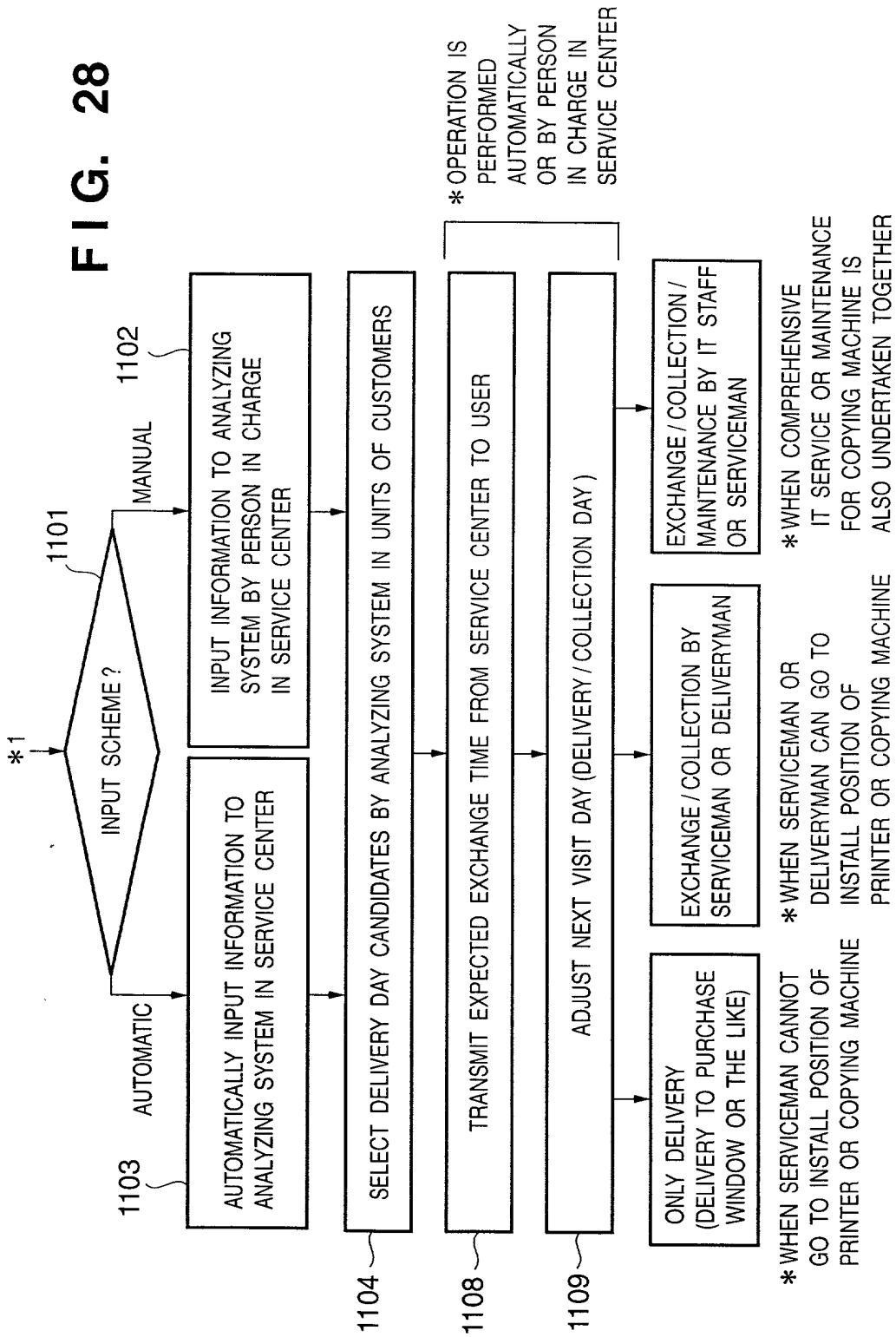
FIG. 28

FIG. 29

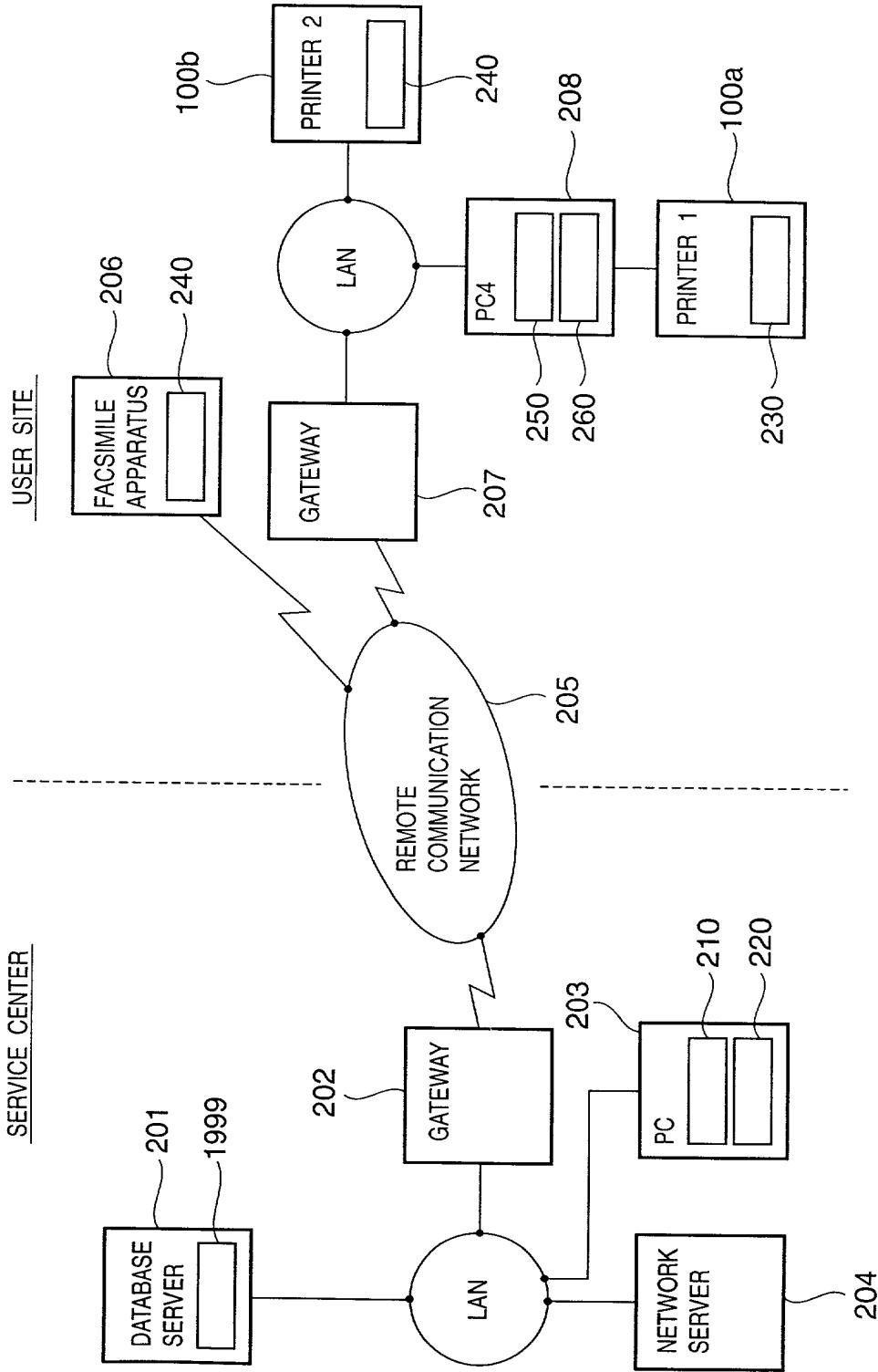


FIG. 30

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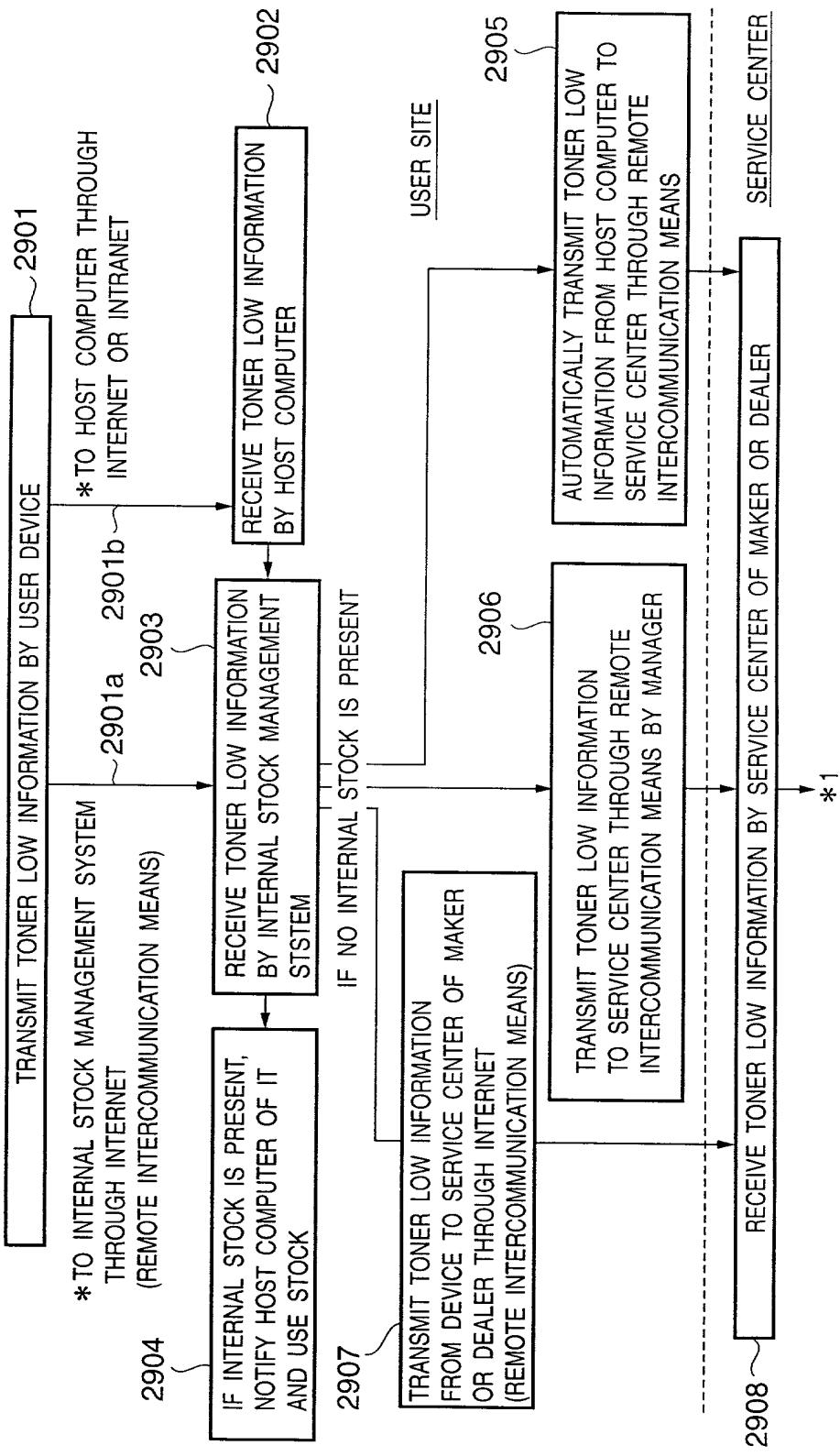


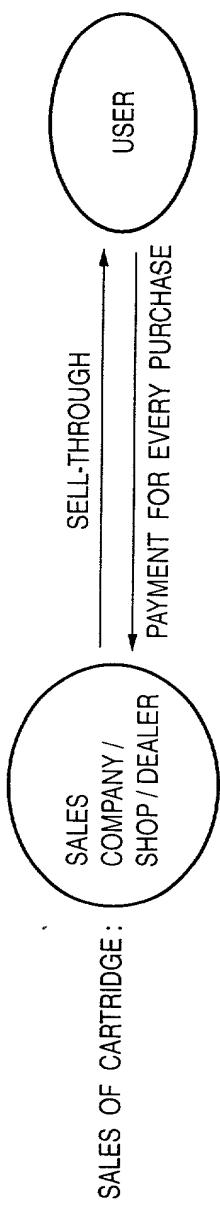
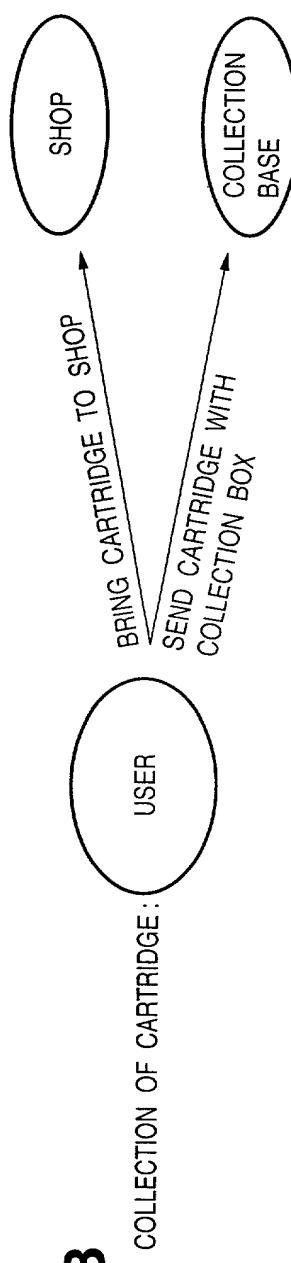
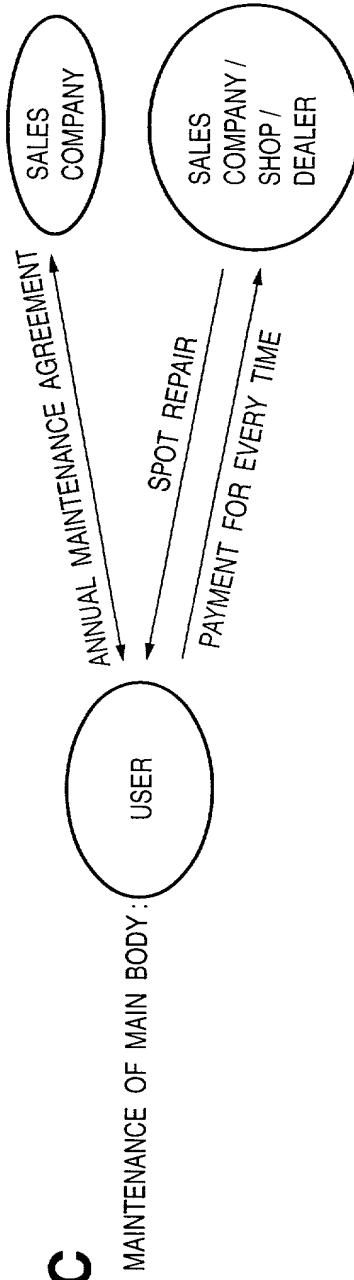
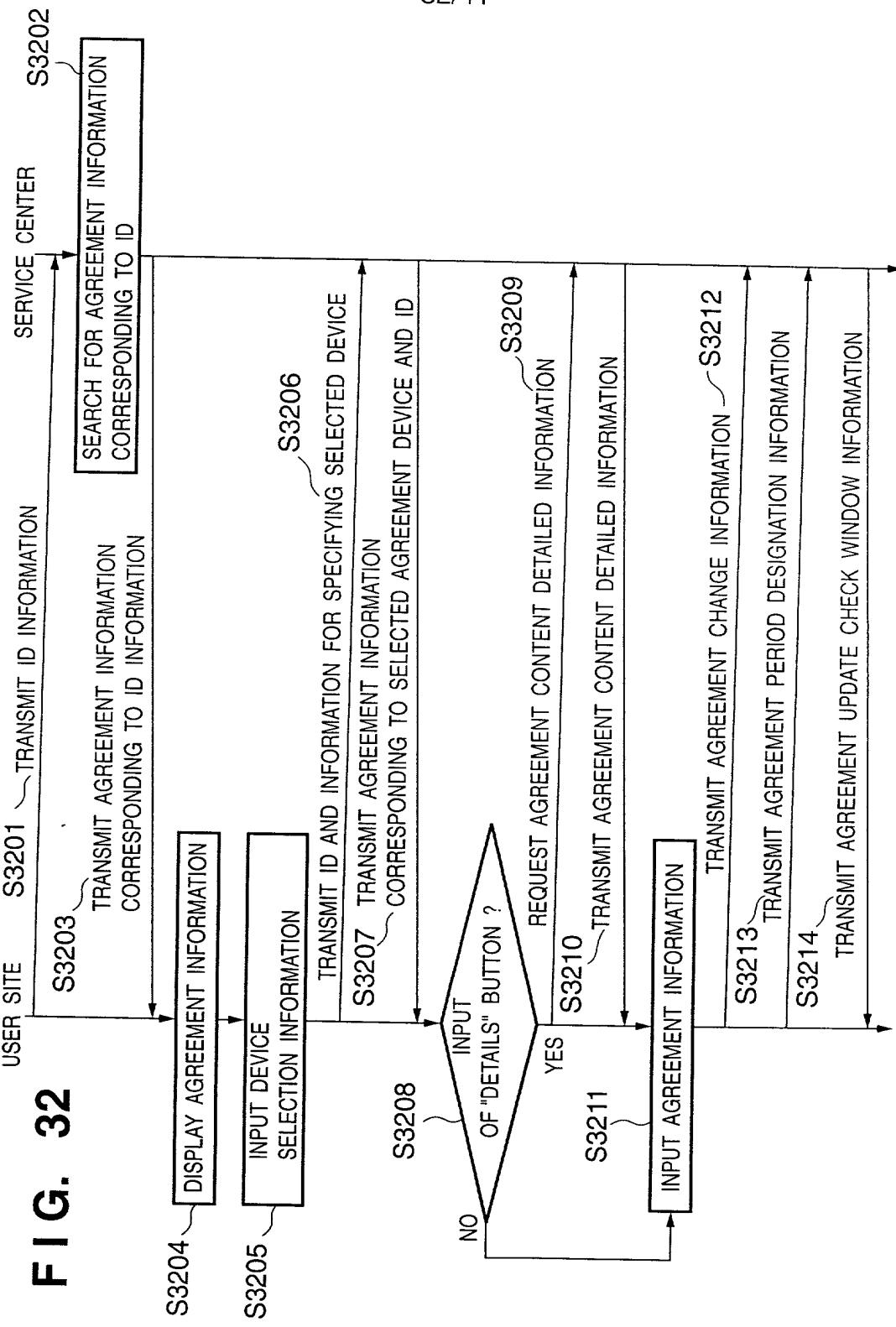
FIG. 31A**FIG. 31B****FIG. 31C**

FIG. 32

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FIG. 33

3301	KK		DATE : DECEMBER 12, 2001	3302	
CUSTOMER ID : X X X X X					
3303	IF YOU WANT AGREEMENT FOR PRINTER, PLEASE TURN ON BOXES ON LIST OF PRINTERS USED BELOW AND CLICK ON "NEXT"				3305
3304	MODEL FOR AGREEMENT	AGREEMENT CONTENTS			3307
	<input type="checkbox"/>	LBP-A1	BASIC MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>	
	<input checked="" type="checkbox"/>	LBP-A2	SPOT MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>	
	<input type="checkbox"/>	LBP-B1	COMPREHENSIVE MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>	
	<input type="checkbox"/>	LBP-B2	COMPREHENSIVE MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>	
	<input type="checkbox"/>	LBP-B3	SPOT MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>	
				<input type="button" value="CANCEL"/>	3308
				<input type="button" value="NEXT"/>	3309

FIG. 34

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3401		3402		3403		3404		3405		3406		3407	
PRINTER FOR AGREEMENT	CARTRIDGE ID	AGREEMENT CONDITION		NUMBER OF PRINTS		UNIT PRICE (YEN / PRINT)	TOTAL AMOUNT (YEN)	AGREEMENT PERIOD					
LBP-A1	AAAA	BASIC MAINTENANCE AGREEMENT		50 LEAVES	13 YEN	650 YEN	2001/01/01 ~ 2001/12/31						
LBP-A2	BBBB	SPOT MAINTENANCE AGREEMENT		105 LEAVES	10 YEN	1050 YEN	2001/07/01 ~ 2001/12/31						
LBP-B1	CCCC	COMPREHENSIVE MAINTENANCE AGREEMENT		250 LEAVES	14 YEN	3500 YEN	2001/01/01 ~ 2002/06/30						
LBP-B2	DDDD	COMPREHENSIVE MAINTENANCE AGREEMENT		400 LEAVES	14 YEN	5600 YEN	2001/01/01 ~ 2002/06/30						
LBP-B3	EEEE	SPOT MAINTENANCE AGREEMENT		500 LEAVES	9 YEN	4500 YEN	2001/01/01 ~ 2001/12/30						

F I G. 35

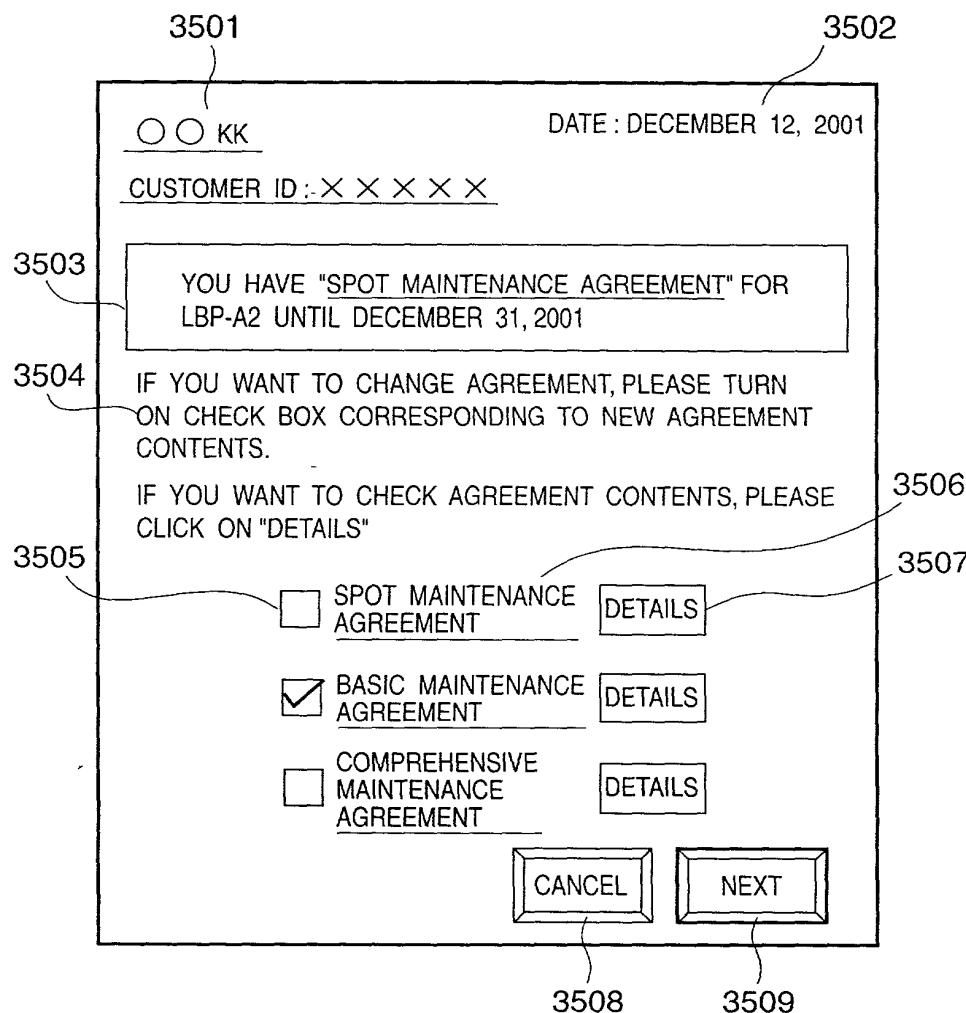


FIG. 36A

3601 {
 3602 }
 3603 }

MAINTENANCE AGREEMENT SYSTEM	CHARGE FOR USE OF CARTRIDGE	CHARGE FOR REPAIR *1
SPOT MAINTENANCE AGREEMENT	INCLUDED	PAY EXPENSE FOR EACH REPAIR
BASIC MAINTENANCE AGREEMENT	INCLUDED	INCLUDED / UPPER LIMIT AMOUNT ACCORDING TO AGREEMENT PERIOD IS SET FOR EACH MODEL *2
COMPREHENSIVE MAINTENANCE AGREEMENT	INCLUDED	INCLUDED / NO PARTICULAR UPPER LIMIT AMOUNT IS SET, AND ANY REPAIR IS DONE FREE

*1) CHARGE FOR REPAIR INCLUDES ALL EXPENSES FOR REPAIR, INCLUDING CHARGES FOR DISPATCH, REPAIR, AND COMPONENTS

*2) UPPER LIMIT AMOUNT FOR EACH MODEL IS SHOWN IN TABLE BELOW

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3604 {
 3605 }

MODEL	UPPER LIMIT AMOUNT (FOR SIX MONTHS)
LBP-A	¥20,000
LBP-B	¥30,000
LBP-C	¥15,000

FIG. 36B

F I G. 37

3701

3702

MODEL	UNIT PRICE PER PRINT FOR AGREEMENT CONTENTS		
	SPOT MAINTENANCE AGREEMENT	BASIC MAINTENANCE AGREEMENT	COMPREHENSIVE MAINTENANCE AGREEMENT
LBP-A	10 YEN	13 YEN	15 YEN
LBP-B	9 YEN	12 YEN	14 YEN
LBP-C	12 YEN	15 YEN	16 YEN
LBP-D	7 YEN	9 YEN	10 YEN

F I G. 38

3801

3802

3803

3804

3805

3806

<u>OO KK</u>	DATE : DECEMBER 12, 2001
<u>CUSTOMER ID: X X X X X</u>	
TYPE OF AGREEMENT FOR LBP-A2 IS BEING CHANGED FROM "SPOT MAINTENANCE AGREEMENT" TO "BASIC MAINTENANCE AGREEMENT"	
* CURRENT AGREEMENT IS "SPOT MAINTENANCE AGREEMENT" UNTIL DECEMBER 31, 2001	
PLEASE INPUT DESIRED AGREEMENT PERIOD	
FROM JANUARY 1, 2002	
TO <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> , 200 <input type="text"/>	
<input type="button" value="RETURN"/>	<input type="button" value="OK"/>

FIG. 39

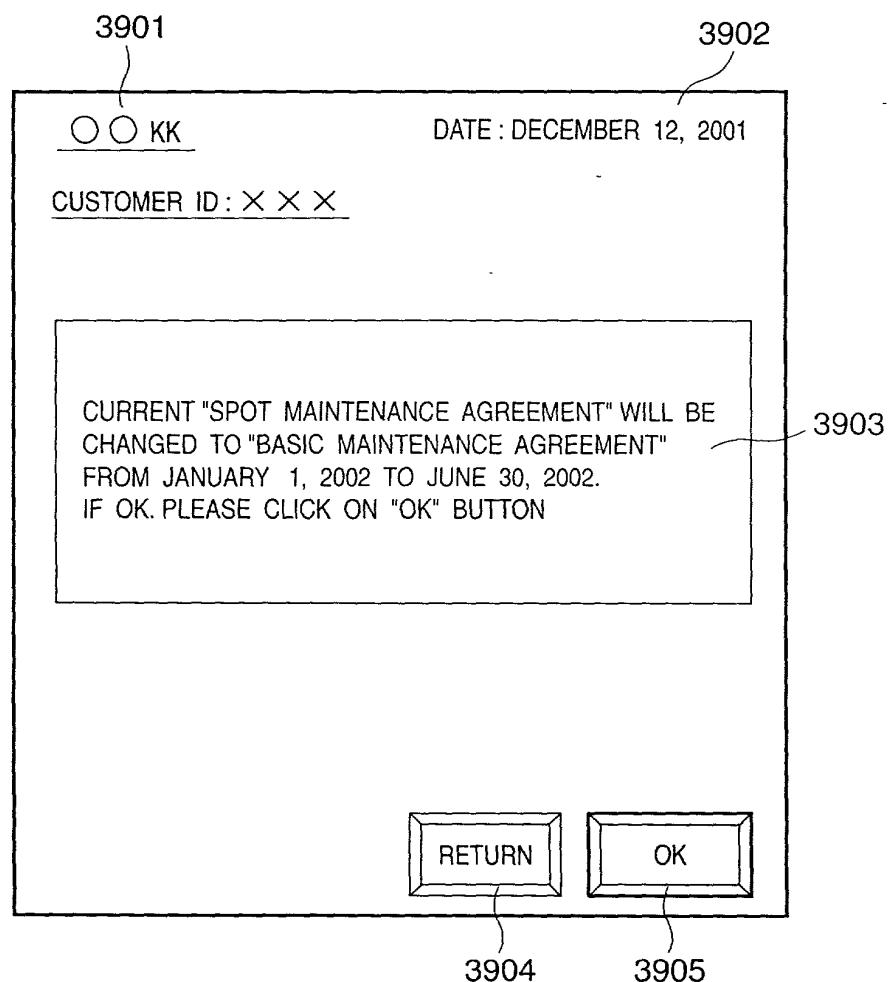


FIG. 40

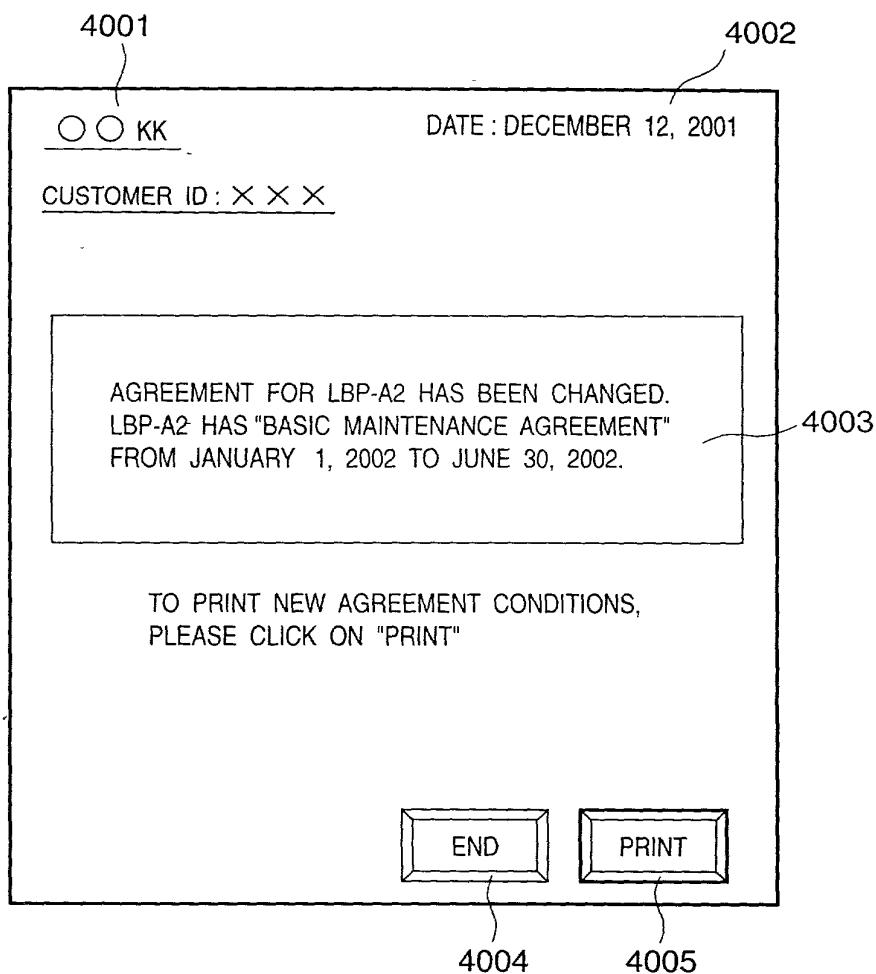


FIG. 41

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PRINTER FOR AGREEMENT	CARTRIDGE ID	AGREEMENT CONDITION	NUMBER OF PRINTS	UNIT PRICE (YEN / PRINT)	TOTAL AMOUNT (YEN)	AGREEMENT PERIOD
LBP-A1	AAAA	BASIC MAINTENANCE AGREEMENT	50 LEAVES	13 YEN	650 YEN	2001/01/01～2001/12/31
LBP-A2	BBBB	SPOT MAINTENANCE AGREEMENT	105 LEAVES	10 YEN	1050 YEN	2001/07/01～2001/12/31
LBP-B1	CCCC	COMPREHENSIVE MAINTENANCE AGREEMENT	250 LEAVES	14 YEN	3500 YEN	2001/01/01～2002/06/30
LBP-B2	DDDD	COMPREHENSIVE MAINTENANCE AGREEMENT	400 LEAVES	14 YEN	5600 YEN	2001/01/01～2002/06/30
LBP-B3	EEEE	SPOT MAINTENANCE AGREEMENT	500 LEAVES	9 YEN	4500 YEN	2001/01/01～2001/12/31
LBP-A2	BBBB	BASIC MAINTENANCE AGREEMENT	0 LEAVES	13 YEN	0	2002/01/01～2002/06/30